

Supporting Digital Transformation with Low-Code Pre-Robotics Solution

at 2 Sisters Food Group -
one of Europe's largest food manufacturers



INDUSTRY

Food Manufacturing

CLIENT

2 Sisters Food Group

TECHNOLOGY

Mendix

CHALLENGES

- Huge volumes of data received into the business daily
 - Manual data capture processes
 - Inability to consolidate and standardise data
 - Unable to support RPA initiatives due to unstructured information
-

BENEFITS & RESULTS

- 100% manual processing to 97% automated
- Clear visibility of throughput and real-time reporting
- Improved resource utilisation
- Touchless invoice rate of 90%
- Clean data supporting RPA and digital transformation goals
- Ability to implement at pace - application delivered in 6 weeks

Transforming unstructured data, achieving 98% touchless invoicing rates and building an RPA workforce with low-code, pre-robotics solution

The Client

2 Sisters Food Group (2SFG) is a world leader in the poultry, chilled and frozen food categories. With an annual turnover of over £3bn and 23,000 employees worldwide 2SFG counts some of the UK's largest supermarkets – such as Marks and Spencer, Tesco, Morrisons and Aldi – amongst its valued customers. As well as being the world's oldest makers of Christmas puddings, brand favourites include Fox's Biscuits and Holland's Pies.

The Challenge

Implementing disruptive technologies lies at the heart of 2SFG's strategy to future-proof its competitive leading market position. Efficiencies count, so automating one of the business' most complex and repetitive processes took priority. Namely, this was the task of handling the huge daily volume of unstructured data entering the organisation through Accounts Payable and Accounts Receivable. The perfect ingredient for 2SFG's first step on its digital transformation journey was TrajeQt – a pre-robotics automation solution built by AuraQ using the Mendix rapid application development platform.

Driven by rapid growth and acquisition, 2SFG identified the need to find efficiencies across the business by automating non-value repetitive tasks. Handling 80% of the transactional processing for Accounts Payable and Accounts Receivable from across 42 sites, the Shared Services department was chosen as the starting point for the company's digital transformation journey. This journey consisted of a shift away from a traditional, transactional processing towards a touchless, analytical method which added more strategic value to the business.

2SFG had already made the decision to invest in robotic process automation



Building our robotic workforce and investing in our digital future using TrajeQt is a huge business opportunity for 2 Sisters Food Group. Working with an experienced digital transformation partner such as AuraQ has led us to rapidly realising our vision.

*Chris Peck, Head of Shared Services,
2 Sisters Food Group*



Also crucial to the project's success was the flexibility and ease-of-use of the Mendix platform which enabled us to make impact from day one by providing the opportunity to set our entire operation up for success.

*Chris Peck, Head of Shared Services,
2 Sisters Food Group*

(RPA) technology. However, over 1100 AP supplier invoices, 200 AR customer debit notes and 50 AR customer remittances enter the business daily and the need to consolidate, clean and standardise this unstructured data before providing it to the robots would prove to be a critical success factor.

The Solution

In August 2017, 2SFG took the step to automate 100% of the end-to-end journey for unstructured data, content and information entering the business. To ensure this innovative leap forward was a success, 2SFG chose TrajeQt – an AuraQ pre-robotics solution built on the Mendix rapid application development platform. TrajeQt provides a truly digital and automated way of transforming any form of data using clearly defined business rules. TrajeQt consumes content received via multiple channels – for example, post, email and invoice attachments – and fully automates the classification, validation and standardisation of content for easy processing without the need for manual checks.

Importantly, the ease of using a solution built on the low-code Mendix platform meant 2SFG had the ability to implement, reconfigure and trial the new solution at pace, proving business value incredibly quickly. Furthermore, thanks to the platform's flexibility and agile approach to development, 2SFG was able to easily accommodate a change in its requirements half way through roll-out without any delay to the scheduled delivery of the project.

An additional bonus. 2SFG also realised the potential for TrajeQt to benefit the business beyond its immediate intention. Able to also glean information and data coming into the business for procurement analysis the benefits were much wider than initially anticipated. Upper management also have clear visibility of throughput and success whilst also being able to access real-time reports at the click of a button.

A successful first step on the road to true digital transformation, the team at 2SFG involved in the roll-out formed the company's first digital projects team. A mix of both business and technical experts, this team is now taking the lead on developing more digital projects throughout the company to continue its digital evolution.

The Outcome

With AuraQ and Mendix, 2SFG saw a very quick ROI on its first digital project with phase one of the project delivered in just 3 weeks. Chris Peck, Head of Shared Services at 2 Sisters Food Group commented "Building our robotic workforce and investing in our digital future using TrajeQt is a huge business opportunity for 2 Sisters Food Group. Working with an experienced digital transformation partner such as AuraQ has led us to rapidly realising our vision."

A highly manual, labour intensive process is now 90% touchless, end-to-end and not only has 2SFG made an FTE reduction of 33% it also improved the quality of its data to 98% within 6 weeks of implementation. Improving data accuracy and removing the need for manual verification, 2SFG's touchless invoice rate leapt from 30% at go-live to 90% within three months.